GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2598
ANSWERED ON:05.12.2001
CUSTOMER SERVICE CENTRES
V. SAROJA

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the government have ever conducted any study on the functioning of customer service centres in the Department of Telecommunications/Telephone exchanges or received feed back from the customers for the purpose;

(b) if so, the details thereof;

(c) the action taken based study/feed back; and

(d) if not, the reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) to (c): Sir, joint inspections of Customer Service Centres are carried out by DOT and Bharat Sanchar Nigam Limited officers. Performance of the Customer Service Centres are monitored by visiting the customer service centres by the respective DGMs in MTNL, Mumbai.Shortcomings observed including feed back from customers are brought to the notice of concerned officers for its immediate removal. However, no study has been conducted in this regard.

(d) Does not arise in view of (a) to (c) above.